AMENDMENTS TO THE SPECIFICATION:

Replace the paragraph beginning on page 11, line 7, with the following amended paragraph:

In Figure 3, a system 300 is illustrated, which is suitable for automated provisioning, remote access and maintenance of network devices. Another system in which models according to the present invention can be implemented is described in U.S. Patent Application Serial No. 09/699,329, entitled "AUTOMATED PROVISIONING FRAMEWORK FOR INTERNET SITE SERVERS" to Raymond Suorsa et al. filed on an even date herewith, the disclosure of which is incorporated here by reference. A database 302 can be used to implement the data model according to exemplary embodiments of the present invention. This database 302 may reside on any large scale storage device. For example, suitable storage devices upon which the database associated with the data model of the present invention may be stored include redundant array of independent disks (RAID) systems, such as those provided by EMC Corporation of Hopkinton, MA, or other similar devices. This database 302 may be accessed by the various agents 304A, 304B, 304C, whose level of access may be determined by a hierarchy of trust component 306. Additionally, a user interface 308 may be provided for the convenience of a user in accessing information contained within the database 302, or software contained within the software file system 310. The determination of the level of access granted by the user interface 308 is made by the hierarchy of trust component 306. Access determination information is stored by the access determination component 312, which is accessible by way of database 302. This is accomplished by using a hierarchical file structure in which specific access is determined and operated only to those users to whom it should be granted. This is accomplished by user authentication via a lightweight directory access protocol (LDAP) server that authenticates

users within particular domain names that map to specific customer accounts. The hierarchy

of trust component 306 interprets the data related to it from the database 302, and

communicates this data, or the interpretation thereof to the various agents 304A, 304B, 304C,

and/or the user interface 308.